(d) whether Mobile Telephone connections BSNL is available on demand in the State of Chhattisgarh, and

(e) if not, how long the present situation would continue to prevail?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR SHAKEEL AHMAD). (a) The number of Mobile connections of Bharat Sanchar Nigam Limited (BSNL) working in the State of Chhattisgarh as on 31.12.2004 are 32815

(b) BSNL cellular services are operational in all 16 District head Quarters and 28 out of 97 Tehsil Head Quarters in Chhattisgarh.

(c) Remaining THQs are planned to be covered with BSNL cellular services during the year 2005-06 and accordingly, BSNL has proposed expansion of network by a capacity of 1.5 lakh lines in the State of Chhattisgarh.

(d) and (e) No, Sir. BSNL mobile services in the State is likely to be available on demand soon on the availability of additional capacities during the financial year.

Setting up of Customer Care Centres

4512. SHRI K. RAMA MOHANA RAO: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the total number of Customer Care Centres in the country, State-wise;

(b) whether it is a fact that a target of setting up of 900 Customer Care Centres in the country during the Tenth Five Year Plan has been fixed;

(c) if so, the number of Customer Care Centres set up during the last three years of the Tenth Five Year Plan, year-wise and State-wise; and

(d) what mechanism does Customer Care Centres have to ensue for speedy settlement of problems?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) The total number of customer service centres in the country, state-wise is given in statement-I (*See* below)

(b) and (c) No, Sir. However BSNL/MTNL have opened 836 customer service centers in the last three years and the list is given in Statement-II (*see* below)

(d) with progressive computerisation, it has become possible to provide on-line-registration of new telephone connections, fault booking/ monitoring, registration of request for shift/add on facilities and issue of duplicate bills.

Statement-I

State/Union Territory wise total number of Customer Service Centres in the Country

Sl.No.	Name of State/Union Territory	Total no. CSCs
1	Andaman & Nicobar	4
2	Andhra Pradesh	367
3	Arunachal Pradesh	1
4	Assam	62
5	Bihar	114
6	Chhattisgarh	108
7	Goa	12
8	Gujarat	251
9	Daman (U/T)	1
10	Diu (U/T)	1
11	Dadra Nagar Haveli (U/T)	1
12	Haryana	70
13	Himachal Pradesh	44
14	Jammu & Kashmir	36
15	Jharkhand	45
16	Karnataka	300
17	Kerala	146
18	Lakshadweep (U/T)	1
19	Madhya Pradesh	274
20	Maharashtra including Mumbai	459+86=545
21	Manipur	1
22	Meghalaya	8
23	Mizoram	2
24	Nagaland	1
25	Orissa	132

1	2	3
26	Pondicherry	1
27	Punjab including Chandigarh (U/T)	142
28	Rajasthan	274
29	Sikkim	9
30	Tamil Nadu including Chennai	106
31	Tripura	3
32	Uttar Pradesh	334
33	Uttaranchal	46
34	West Bengal including Kolkata	180
35	Delhi	88
	TOTAL	3710

Statement-II

State/Union Territory wise total no. of Customer Service Centres opened in the last three years

(i.e. during the Tenth Five Year Plan)

Sl. No.	Name of State/ Union Territory	No. of CSCs opened in 1.4.02-31.3.03	1.4.03-31.3.04	1.4.04-31.3.05
1	Andaman & Nicobar	4	0	0
2	Andhra Pradesh	20	16	5
3	Arunachal Pradesh	0	0	1
4	Assam	0	3	0
5	Bihar	25	2	6
6	Chhattisgarh	0	6	0
7	Goa	0	0	1
8	Gujarat	14	7	20
9	Daman (U/T)	0	0	0
10	Diu (U/T)	0	0	0
11	Dadra Nagar Haveli (U/T)	0	0	0
12	Haryana	10	3	0
13	Himachal Pradesh	3	2	1
14	Jammu & Kashmir	6	14	16
15	Jharkhand	16	3	10
16	Karnataka	17	8	18
17	Kerala	7	14	4
18	Lakshadweep (U/T)	0	0	1

1	2	3	4	5
19	Madhya Pradesh	76	26	0
20	Maharashtra including Mumbai	30	14	43
21	Manipur	0	0	0
22	Meghalaya	0	0	7
23	Mizoram	0	0	1
24	Nagaland	1	0	0
25	Orissa	4	6	52
26	Pondicherry	1	0	0
27	Punjab including Chandigarh (U/T)	10	37	19
28	Rajasthan	0	17	5
29	Sikkim	0	0	0
30	Tamil Nadu including Chennai	61	0	18
31	Tripura	3	0	0
32	Uttar Pradesh	35	20	10
33	Uttaranchal	0	0	1
34	West Bengal including Kolkata	13	11	9
35	Delhi	10	8	5
	TOTAL	366	217	253

Re-introducing of only incoming telephone facility in Delhi

†4513. SHRI NAND KISHORE YADAV: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that M.T.N.L. had provided telephone facility at a monthly rental of Rs. 100/- only in Delhi;

(b) if so, the reasons for withdrawing this facility; and

(c) whether it is proposed to reintroduce this scheme in near future; if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEELAHMAD): (a) and (b) Sir, special scheme on the eve of "Gandhi Jayanti" on 2nd October, 2003 valid upto 1st January, 2004 was launched. The scheme was for a limited period of 3 months.

(c) No such proposal is there at present.

† Original notice of the question was received in Hindi.